



Corpus Christi College Cambridge

Job Description

<u>Job Title:</u>	Tutorial Office Manager
<u>Department:</u>	Tutorial
<u>Responsible to:</u>	Senior Tutor
<u>Purpose of Job:</u>	The Tutorial Office Manager supports the Senior Tutor and the Deputy Senior Tutor in all their administrative duties. They are responsible for the smooth running of the Tutorial Office and its timely completion of tasks throughout the year, and for the line-management of the tutorial office staff. They assist the Senior Tutor and the Deputy Senior Tutor on implementing updates and improvements to policy in the Tutorial Office. They have oversight of all matters managed by the Tutorial Office.

Duties and responsibilities:

1. Tutorial Office Management

Responsible for the smooth running of the Tutorial Office and its timely completion of tasks throughout the year. Duties include:

- Co-ordinating flow of information between the Tutorial Office, students, Tutors, Directors of Studies and other departments
- Identifying and acting on opportunities for devising more efficient administrative systems
- Oversight of all arrangements for:
 - Induction and matriculation of new undergraduates and postgraduates
 - Exams: Tripos examinations and Lent Collections (see point 4 below)
 - Ongoing tutorial support for students
 - Ongoing administrative support for tutors
 - General Admission and graduations throughout the year
 - Upkeep of student records in line with GDPR
- Ensuring college compliance with requirements for monitoring attendance and keeping records of immigration documents for all students with visas
- Liaison with Accommodation Office regarding accommodation-related tutorial issues
- Keeping track of management of Tutorial inbox to ensure prompt responses to queries

2. Tutorial Staff Management

- Line management of the Tutorial Administrators
- Arranging appropriate training for Tutorial staff, including: CamSIS, CamCORS, Moodle, GDPR, ADRC-related, immigration-related, safeguarding and any mandatory training determined by the College
- Completing annual appraisals
- Holding regular progress meetings
- Ensuring staff are able to provide cover for each other during absences
- Recruitment of postgraduates or other temporary staff as required (e.g. for exam invigilation)

3. Tutorial

- Working with the Senior Tutor and the Deputy Senior Tutor on implementing updates and improvements to policy in the Tutorial Office.
- Keeping the Senior Tutor informed on urgent or sensitive matters
- Co-ordinating applications to the Exam Access and Mitigation Committee for disregarding terms, exam allowances, extensions and resuming study
- Annual and termly allocation of tutors to undergraduates and postgraduates
- Assisting the Senior Tutor and the Deputy Senior Tutor in providing guidance for new tutors, and helping all tutors in the handling of complex tutorial cases
- Liaising with the Senior Tutor about training requirements for tutors
- Advising tutors on consequences of students' change of circumstances (e.g. regarding funding and accommodation)
- Ensuring all tutorial enquiries are dealt with promptly and efficiently
- Maintaining and updating the Tutors' Moodle site
- Keeping track of supervision reports submitted on CamCORS and the Postgraduate Feedback & Reporting System and ensuring academic or welfare concerns are addressed
- Working with Tutorial staff, Senior Tutor, Accommodation Office, College Nurse and ADRC on arrangements for students with disabilities
- Ensuring that the Undergraduate and Postgraduate pages of the college website are up to date
- Communicating regularly with JCR and MCR committees including scheduling of and attendance at meetings with the Senior Tutor and/or the Deputy Senior Tutor
- Preparing the agenda and minutes for the termly Joint Consultative Committee meetings

4. **Exam Administration**

- Liaising with students about their exam arrangements
- Entering applications for Exam Access Arrangements on CamSIS
- Organisation and scheduling of in-college exams (handwritten, typed or on Inspira), including arrangements for holding students incommunicado
- Recruiting, training and organizing invigilators; liaising with the Finance Office regarding payments
- Acting as main point of contact for all exam emergencies, including late fallers
- Supporting students sitting exams online (checking their familiarity with Moodle, providing alternative rooms for students with SpLDs, ensuring quiet environment)
- Providing continuous tutorial presence throughout the exam period, including Saturdays and bank holidays as needed
- Keeping college departments informed of exam timetables to enable operational work to continue without disrupting revision or exams
- Oversight of communications to students and Directors of Studies regarding enrolments and verifications

5. **Funding and Financial**

Working with the Senior Tutor, the Deputy Senior Tutor and the Finance Tutor of all matters relating to undergraduate and postgraduate finance, including (but not limited to):

- Working with the Head of Finance on setting the Tutorial budget
- Working closely with the Postgraduate Admissions Tutor on the administration, allocation, and advertising of postgraduate scholarships, including entering funds on the Funding Management Portal.
- Assist the Senior Tutor, the Deputy Senior Tutor, and the Finance Tutor in keeping up to date with University bursaries and grants and communicating information about financial assistance funds and other grants to tutors.

- Assisting tutors with applications to University funding bodies for financial assistance grants, overrun funding, or assistance with medical costs.
- Overseeing the updating of students' financial tracker (including Cambridge Bursaries)
- Ensuring the timely response to funding queries from offer-holders and current students
- Ensuring the timely processing of travel, book and research grants for undergraduates and postgraduates

6. **Health and Safety**

- All staff must adopt a responsible and proactive attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

7. **College Staff Values**

- To uphold the College Staff Values : **Excellence, Collaboration, Respect and Creativity.**

8. **Safeguarding**

- Corpus Christi College is committed to safeguarding our students and staff and has policies in place to ensure this.

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Senior Tutor. The list of duties may be subject to revision at the end of the probationary period.

Person Specification

Criteria	Essential	Desirable
Education/Qualifications		
• Degree Educated (or equivalent)	✓	
• Basic counselling skills		✓
Knowledge/Experience		
• Relevant experience in a Higher Education environment	✓	
• Experience of work in a College tutorial office		✓
Skills		
• Excellent organisational skills, forward planning and prioritisation	✓	
• Ability to solve problems and to troubleshoot	✓	
• Accuracy and attention to detail	✓	
• Excellent written and verbal communication	✓	
• Ability to manage own time effectively and to work under pressure	✓	
• Ability to work flexibly at times of high workload		✓
IT Skills		
• High level of IT skills, fully conversant with Microsoft Office Suite, Zoom, etc.	✓	
• Fluent user of CamSIS, CamCORS, etc.	✓	
• Ability to update and maintain the Tutorial section of the College website		✓
Personal Qualities		
• Confident, positive outlook and strong sense of personal responsibility and resilience	✓	
• Ability to work with patience, tact and discretion, and to exercise confidentiality	✓	
• Enthusiastic, imaginative and energetic, with a genuine interest in working with young people	✓	
Physical/Special Requirements		
• Due to the age and layout of the college, there are a number of steep staircases and areas of restricted access	✓	

Issued by Department Head

.....Name

.....Signature

.....Date

Accepted and Understood by Postholder

.....Name

.....Signature

.....Date

This job description will be reviewed periodically when additions and amendments may be made.